

RFR: State 911 12-004:
Enhanced 911 Telecommunicator Training and Certification Programs

Vendor Name: APCO Institute, Inc.

Address: 351 N. Williamson Blvd, Daytona Beach, FL 32114

Vendor Code: VC6000259513

Contract Manager: Julie Troutman

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Contract Start Date: September 18, 2012

Contract End Date: September 3, 2017

Classroom:

Course	Cost per Student 1-10	Cost per Student 11-20	Cost per Student 21+
Public Safety Telecommunicator 1, 6 th Edition	\$309	\$289	\$279
Public Safety Telecommunicator 1, 6 th Edition Instructor	\$459	\$439	\$420
Communications Training Officer, 5 th Edition	\$349	\$329	\$310
Communications Training Officer, 5 th Edition Instructor	\$459	\$439	\$420
Communications Center Supervisor	\$349	\$329	\$310
Active Shooter Incidents for Public Safety Communications	\$199	\$179	\$160
Disaster Operations and the Communications Center	\$199	\$179	\$160
Fire Service Communications 1 st Edition	\$379	\$359	\$340
Fire Service Communications 1 st Edition Instructor	\$459	\$439	\$420
Surviving Stress	\$199	\$179	\$160
Crisis Negotiations for Telecommunicators	\$199	\$179	\$160
Public Safety Communications Staffing and Employee Retention	\$199	\$179	\$160
CALEA Public Safety Communications Accreditation Manager	Not Available	Not Available	Not Available

Note: Course fee includes cost of course materials.

On-Line:

Course	Cost per Student 1-10	Cost per Student 11-20	Cost per Student 21+*
Public Safety Telecommunicator 1, 6 th Edition	\$359	\$349	\$339
Public Safety Telecommunicator 1, 6 th Edition Instructor	\$509	\$499	\$489
Communications Training Officer, 5 th Edition	\$399	\$389	\$379
Communications Training Officer, 5 th Edition Instructor	\$509	\$499	\$489
Communications Center Supervisor	\$399	\$389	\$379
Active Shooter Incidents for Public Safety Communications	\$249	\$239	\$229
Disaster Operations and the Communications Center	\$249	\$239	\$229
Fire Service Communications 1 st Edition	\$429	\$419	\$409
Fire Service Communications 1 st Edition Instructor	\$509	\$499	\$489
Surviving Stress	\$249	\$239	\$229
Crisis Negotiations for Telecommunicators	\$249	\$239	\$229
Public Safety Communications Staffing and Employee Retention	\$249	\$239	\$229
CALEA Public Safety Communications Accreditation Manager	\$499	\$499	\$499

*students must be registered for same class & start date

Recertification:

Course	Cost per Student 1-10	Cost per Student 11-20	Cost per Student 21+
Public Safety Telecommunicator 1, 6 th Edition	Not Applicable	Not Applicable	Not Applicable
Public Safety Telecommunicator 1, 6 th Edition Instructor	\$30	\$30	\$30
Communications Training Officer, 5 th Edition	\$30	\$30	\$0
Communications Training Officer, 5 th Edition Instructor	\$30	\$30	\$30
Communications Center Supervisor	Not Applicable	Not Applicable	Not Applicable
Active Shooter Incidents for Public Safety Communications	Not Applicable	Not Applicable	Not Applicable

Disaster Operations and the Communications Center	Not Applicable	Not Applicable	Not Applicable
Fire Service Communications 1 st Edition	Not Applicable	Not Applicable	Not Applicable
Fire Service Communications 1 st Edition Instructor	\$30	\$30	\$30
Surviving Stress	Not Applicable	Not Applicable	Not Applicable
Crisis Negotiations for Telecommunicators	Not Applicable	Not Applicable	Not Applicable
Public Safety Communications Staffing and Employee Retention	Not Applicable	Not Applicable	Not Applicable
CALEA Public Safety Communications Accreditation Manager	Not Applicable	Not Applicable	Not Applicable

Course Material: (Applicable when a PSAP in-house trainer is utilized)

Course	Instructor Manual**	Student Manual**	Desktop Instruction Guide
Public Safety Telecommunicator 1, 6 th Edition	\$149	\$79	Not Applicable
Public Safety Telecommunicator 1, 6 th Edition Instructor	\$149	\$79	Not Applicable
Communications Training Officer, 5 th Edition	\$149	\$79	Not Applicable
Communications Training Officer, 5 th Edition Instructor	\$149	\$79	Not Applicable
Communications Center Supervisor	\$149	\$79	Not Applicable
Active Shooter Incidents for Public Safety Communications	Not Applicable	Not Applicable	Not Applicable
Disaster Operations and the Communications Center	Not Applicable	Not Applicable	Not Applicable
Fire Service Communications 1 st Edition	\$149	\$79	\$299
Fire Service Communications 1 st Edition Instructor	\$149	\$79	Not Applicable
Surviving Stress	Not Applicable	Not Applicable	Not Applicable
Crisis Negotiations for Telecommunicators	Not Applicable	Not Applicable	Not Applicable
Public Safety Communications Staffing and Employee Retention	Not Applicable	Not Applicable	Not Applicable
CALEA Public Safety Communications Accreditation Manager	Not Applicable	Not Applicable	Not Applicable

**does not include cost of shipping

Prompt Payment Discount terms: 5% within 10 days
4% within 15 days
3% within 20 days
2% within 30 days

- Program/Course Cancellation: A minimum notification of 72 hours is required for program/course cancellation.